Amendments to the Specification:

Please replace paragraph beginning on page 7, line 21 with the following amended paragraph:

Fig. 3 is a schematic block level 0 flow diagram[[[1]]] of one embodiment of the invention. Customer 115 (shown in Fig. 2) logs in (step 305) to Lubes SCM 105 web site and selects (step 310) the Lubricants Ordering System 315. Thereafter, the Customer may select the Freight Quote System 320, and/or Service Ordering System 325. Thus, Customer 115 must first enter Lubricants Ordering System [[15]] 315, before being permitted the option of then entering Freight Quote System or Service Ordering System 325. In an alternate embodiment, each of these systems is integral with and/or accessible from all other services or portions thereof.

Please replace the paragraph beginning on page 9, line 18 with the following amended paragraph:

Order Fulfillment Agent 125 notifies Lubes SCM 105 of order acceptance (step 425) and then SCM 105 passes the order information to Freight Handling Agent 140 (step 430). Passing the order information to Freight Handling Agent 140 is optional since the Customer may opt to pick up the order directly (step 432) rather than pay for delivery. If the Customer chooses delivery, then Freight Handling Agent 140 enters the order information into a scheduling application, which returns a pick-up and deliver schedule for the order (step 435). This step allows efficient and economical use of trucking space since otherwise delivery of partial truckloads would be impracticable. The scheduling application overcomes this by combining partial loads and otherwise managing multiple pick-ups and deliveries to optimize the schedule, e.g., least distance traveled, most full trucks,

least expensive route. Such scheduling systems are available commercially from i2 Technologies located at One i2 Place, 11701 Luna Road, Dallas, Texas 75234 USA~~, and as described in more detail at its website, http://www.i2.com~~.

Please replace the paragraph beginning on page 10, line 1 with the following amended paragraph:

The ability of the Freight Handling Agent 140 to combine multiple orders from multiple manufacturers of multiple products in a delivery schedule optimization system overcomes in part the prior impracticality of the lubricants producer arranging delivery of partial truck loads of packaged lubricants. A full truckload may be formed from a variety of partial truckloads of products from different industries, e.g., lubricants, automobile parts, and consumer commodities. Such delivery schedule optimization systems are available commercially (e.g., from I2 Technologies as noted above) and/or can be created by those skilled in the art. Often such systems ~~employee~~ employ genetic algorithms for computing multiple variations of pick-up and delivery schedules, test each schedule against a fitness-factor, e.g., fewest total miles or lowest cost or maximum profit, use the top rating schedules to form new schedules, re-rank those schedules, and so forth until a sufficiently satisfactory schedule is determined.

Please replace the paragraph beginning on page 10, line 16 with the following amended paragraph:

Thus, genetic algorithms attempt to simulate natural selection by selecting the most fit schedules from which to produce new schedules (offspring). Typically several generations of schedules may be produced before one meets the termination criteria. Genetic algorithms are described in U.S. Pat. No. 6,182,057 entitled Device, Method, And Program Storage Medium For Executing Genetic

Algorithm, which is incorporated herein by reference in its entirety. Non-patent information includes, e.g., Introduction to Genetic Algorithms~~, (see http://lancet.mit.edu/~mbwall/presentations/IntroToGAs/)~~. Commercially available genetic algorithm programs include Gene Hunter ™ from Ward Systems Group Inc.~~ (see http://wardsystems.com)~~.

Please replace the paragraph beginning on page 11, line 32 and continuing on page 12 with the following amended paragraph:

Along the way, the output can be coupled to an auxiliary function, such as back-up or accounting processes (e.g., Financial System 106 and Transaction database 107 per Fig. 1) which allow for service charges for services and items requested. These processes will make use of hidden variables associated with the request, such as charge authorization. ~~one~~ One of the hidden variables which may be associated with a request is a credit card number. The credit card number, is preferably encrypted, with a DES or RSA encryption utility, and this along with access authorization variables, will allow access to sensitive databases which reside behind firewalls. If selected data according to the request is permitted to the access authorized user at the location side or outside the Internet, the data can be included in the results reported by the system to the web browser.